

## Freeform Search

<b>Database:</b>	US Pre-Grant Publication Full-Text Database
	US Patents Full-Text Database
	US OCR Full-Text Database
	EPO Abstracts Database
	JPO Abstracts Database
	Derwent World Patents Index
	IBM Technical Disclosure Bulletins
<b>Term:</b>	((eras\$4 or delet\$4) WITH (period or (time NEAR4 (limit or limited or limiting)))) SAME ((digital or electronic) ADJ (content or product or good or
<b>Display:</b>	<input type="text" value="10"/> Documents in <b>Display Format:</b> <input type="text" value="-"/> Starting with Number <input type="text" value="1"/>
<b>Generate:</b> <input type="radio"/> Hit List <input checked="" type="radio"/> Hit Count <input type="radio"/> Side by Side <input type="radio"/> Image	

### Search History

**DATE:** Wednesday, June 07, 2006 [Printable Copy](#) [Create Case](#)

**Set**  
**Name Query**  
side by  
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**Hit**  
**Count**  
**Set**  
**Name**  
result  
set

DB=PGPB,USPT; PLUR=YES; OP=OR

L7 ((eras\$4 or delet\$4) WITH (period or (time NEAR4 (limit or limited or limiting)))) SAME (CD or DVD or ((compact or video) ADJ disk) or audio or audiovisual or movie or book or document) SAME (deliver\$3 or provid\$3 or ship or shipped or shipping or shipment or mail\$3)

92 L7

L6 ((eras\$4 or delet\$4) WITH (period or (time NEAR4 (limit or limited or limiting)))) SAME ((digital or electronic) ADJ (content or product or good or item or merchandise)) SAME (deliver\$3 or provid\$3 or ship or shipped or shipping or shipment or mail\$3)

6 L6

L5 (expir\$3 or expiration) SAME (electronic ADJ (content or product or good or item or merchandise)) SAME (deliver\$3 or provid\$3 or ship or shipped or shipping or shipment or mail\$3)

9 L5

L4 (expir\$3 or expiration) SAME (CD or DVD or ((compact or video) ADJ disk) or audio or audiovisual or movie or book or document) SAME (deliver\$3 or provid\$3 or ship or shipped or shipping or shipment or mail\$3)

891 L4

L3 (expir\$3 or expiration) SAME (digital ADJ (content or product or good or item or merchandise)) SAME (deliver\$3 or provid\$3 or ship or shipped or shipping or shipment or mail\$3)

54 L3

searched  
through  
NW26  
& DATE

10x

6/7/2006

L2 705/51.ccls.

1238 L2

L1 (705/26.ccls. or 705/27.ccls.) and @PD>20050411

1145 L1

END OF SEARCH HISTORY

*NDR*

*6/7/2006*

? show files;ds

File 350:Derwent WPIX 1963-2006/UD,UM &UP=200629  
 (c) 2006 Thomson Derwent  
 File 344:Chinese Patents Abs Jan 1985-2006/Jan  
 (c) 2006 European Patent Office  
 File 347:JAPIO Dec 1976-2005/Dec(Updated 060404)  
 (c) 2006 JPO & JAPIO  
 File 371:French Patents 1961-2002/BOPI 200209  
 (c) 2002 INPI. All rts. reserv.  
 File 2:INSPEC 1898-2006/Apr w5  
 (c) 2006 Institution of Electrical Engineers  
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 (c) 2006 BLDSC all rts. reserv.  
 File 99:Wilson Appl. Sci & Tech Abs 1983-2006/Apr  
 (c) 2006 The HW Wilson Co.  
 File 256:TecInfoSource 82-2006/Jun  
 (c) 2006 Info.Sources Inc  
 File 474:New York Times Abs 1969-2006/May 08  
 (c) 2006 The New York Times  
 File 475:Wall Street Journal Abs 1973-2006/May 08  
 (c) 2006 The New York Times  
 File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13  
 (c) 2002 The Gale Group  
 File 23:CSA Technology Research Database 1963-2006/Apr  
 (c) 2006 CSA.  
 File 56:Computer and Information Systems Abstracts 1966-2006/Apr  
 (c) 2006 CSA.  
 File 94:JICST-EPlus 1985-2006/Feb w1  
 (c)2006 Japan Science and Tech Corp(JST)

Set	Items	Description
S1	7289	(DESIRE? OR DESIRING OR SPECIFY? OR SPECIFIC OR REQUEST? OR SELECT?)(5N)(DELIVERY OR TRANSMISSION OR START)(2N)(PERIOD? ? OR DATE? ? OR TIME)
S2	669	(DESIRE? OR DESIRING OR SPECIFY? OR SPECIFIC OR REQUEST? OR SELECT?)(6N)(SHIPPING OR TRANSMISSION OR STREAM?)(2N)(CHARGE? ? OR COST? ? OR PRICE)
S3	330792	(PLACE? OR PLACING OR SUBMIT? OR TRANSMIT? OR MAKING OR REQUEST?)(3N)(ORDER OR QUOTE OR REQUEST) OR (ORDER? OR PURCHASE OR PURCHASING OR BUY OR BUYING)(3N)(PRODUCT? ? OR GOODS OR SERVICE? ? OR MOVIE OR MUSIC OR FILM OR VIDEO?)
S4	621781	(CONTROL? OR TRANSMISSION OR SCHEDUL?)(2N)PROGRAM? ? OR OPERATING()(ENVIRONMENT? ? OR SYSTEM? ?) OR FIRMWARE? OR FIRM()-WARE? OR MICRO()(CODE OR PROGRAM) OR MICROCODE OR MICROPROGRAM OR INSTRUCTION? ?
S5	129181	(ERASE? OR ERASING OR DELETE? OR DELETING OR REMOVE? OR REMOVING)(6N)(CONTENT OR PAPER? ? OR DOCUMENT? ? OR MESSAGE? ? - OR TRANSCRIPT? ? OR MUSIC? ? OR PRODUCT? ? OR VIDEO? OR FILM - OR ECONTENT OR MOVIE)
S6	1	(S1 OR S2) AND S3 AND S4 AND S5
S7	1	(S1 OR S2) AND S4 AND S5
S8	842	S4 AND S5
S9	69	(S1:S3) AND S8
S10	1	S6 OR S7
S11	63	S9 FROM 350,344,347,371

*Prmsu*

? show files;ds  
File 2:INSPEC 1898-2006/Apr w5  
(c) 2006 Institution of Electrical Engineers  
File 6:NTIS 1964-2006/Apr w5  
(c) 2006 NTIS, Intl Cpyrght All Rights Res  
File 15:ABI/Inform(R) 1971-2006/May 10  
(c) 2006 ProQuest Info&Learning  
File 16:Gale Group PROMT(R) 1990-2006/May 09  
(c) 2006 The Gale Group  
File 20:Dialog Global Reporter 1997-2006/May 10  
(c) 2006 Dialog  
File 47:Gale Group Magazine DB(TM) 1959-2006/May 10  
(c) 2006 The Gale group  
File 75:TGG Management Contents(R) 86-2006/Apr w5  
(c) 2006 The Gale Group  
File 104:AeroBase 1999-2006/Mar  
(c) 2006 Contains copyrighted material  
File 148:Gale Group Trade & Industry DB 1976-2006/May 10  
(c) 2006 The Gale Group  
File 180:Federal Register 1985-2006/May 10  
(c) 2006 format only DIALOG  
File 194:FBODaily 1982/Dec-2006/Feb  
(c) format only 2006 Dialog  
File 211:Gale Group Newsearch(TM) 2006/May 10  
(c) 2006 The Gale Group  
File 258:AP News Jul 2000-2006/May 10  
(c) 2006 Associated Press  
File 275:Gale Group Computer DB(TM) 1983-2006/May 09  
(c) 2006 The Gale Group  
File 324:German Patents Fulltext 1967-200618  
(c) 2006 Univentio  
File 340:CLAIMS(R)/US Patent 1950-06/May 09  
(c) 2006 IFI/CLAIMS(R)  
File 348:EUROPEAN PATENTS 1978-2006/ 200618  
(c) 2006 European Patent Office  
File 349:PCT FULLTEXT 1979-2006/UB=20060504,UT=20060427  
(c) 2006 WIPO/Univentio  
File 542:SEC Online(TM) 10-K Reports 1997/Sep w3  
(c) 1987-1997 SEC Online Inc.  
File 543:SEC Online(TM) 10-Q Reports 1997/Sep w3  
(c) 1987-1997 SEC Online Inc.  
File 544:SEC Online(TM) Proxy Repts 1997/Sep w3  
(c) 1987-1997 SEC Online Inc.  
File 545:Investext(R) 1982-2006/May 10  
(c) 2006 Thomson Financial Networks  
File 570:Gale Group MARS(R) 1984-2006/May 09  
(c) 2006 The Gale Group  
File 608:KR/T Bus.News. 1992-2006/May 10  
(c) 2006 Knight Ridder/Tribune Bus News  
File 610:Business Wire 1999-2006/May 10  
(c) 2006 Business wire.  
File 613:PR Newswire 1999-2006/May 10  
(c) 2006 PR Newswire Association Inc  
File 621:Gale Group New Prod.Annou.(R) 1985-2006/May 10  
(c) 2006 The Gale Group  
File 636:Gale Group Newsletter DB(TM) 1987-2006/May 09  
(c) 2006 The Gale Group  
File 641:Rocky Mountain News Jun 1989-2006/May 10  
(c) 2006 Scripps Howard News  
File 645:Contra Costa Papers 1995- 2006/May 08  
(c) 2006 Contra Costa Newspapers  
File 649:Gale Group Newswire ASAP(TM) 2006/May 02  
(c) 2006 The Gale Group  
File 652:US Patents Fulltext 1971-1975  
(c) format only 2002 Dialog  
File 654:US Pat.Full. 1976-2006/May 04  
(c) Format only 2006 Dialog  
File 810:Business Wire 1986-1999/Feb 28  
(c) 1999 Business wire  
File 817:South American Business Info. 1996-1999/May 24  
(c) 1999 SABI  
File 990:NewsRoom Current Nov 1 -2006/May 10



(c) 2006 Dialog  
File 991:NewsRoom 2005 Jan 1-2005/Oct 31  
(c) 2005 Dialog  
File 992:NewsRoom 2004 Jan 1-2004/Dec 31  
(c) 2005 Dialog  
File 994:NewsRoom 2002  
(c) 2005 Dialog  
File 995:NewsRoom 2001  
(c) 2005 Dialog  
File 996:NewsRoom 2000  
(c) 2005 Dialog

Set Items Description  
S1 356 (DELIVERY OR SHIPPING OR TRANSMISSION OR SEND OR SENT OR D-  
ELIVER?)(5N)(TIME OR PERIOD OR DATE)(20N)(DIGITAL())CONTENT OR  
(E OR ELECTRONIC)(())(BOOK OR MEDIA) OR MUSIC OR MOVIE? OR CONC-  
ERT OR PERFORMANCE)(20N)(EXPIRE? OR EXPIRATION OR EXPIRING OR  
AVAILABILITY  
S2 139 S1 NOT PY>2000  
S3 85 RD (unique items)  
? t3/3,k/all

3/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01170672 98-20067  
HP finally ready to roll out edition of OpenView  
Duffy, Jim  
Network World v13n10 PP: 8 Mar 4, 1996  
ISSN: 0887-7661 JRNL CODE: NWW  
WORD COUNT: 525

...TEXT: NT product is expected to ship this fall. Pricing information was not available at press time .

HP is also expected to announce Measureware, OperationsCenter and AdminCenter agents for windows NT and Netware clients and servers. Measureware tracks response time and reports it to OpenView's PerfView performance monitoring application. OperationsCenter monitors system uptime, while AdminCenter provides change and configuration management.

The Measureware agents are expected to ship in the second half of this year. A shipping date on the OperationsCenter and AdminCenter agents, as well as pricing for all agent software, was not available at press time .  
Lastly, HP is expected to unwrap an application suite for its OpenView for windows platform...

...servers. Called workgroup Node Manager Professional Suite, the application performs print-job management, creation and deletion of file-sharing directories, and user account management, sources said. Information about pricing and availability was not revealed at press time . HP declined to comment.

Growing Spectrum

Cabletron, meanwhile, will announce that its Spectrum management system...

3/3,K/2 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

07498069 Supplier Number: 62981948 (USE FORMAT 7 FOR FULLTEXT)  
QLogic Supplies Fibre Channel Connectivity Solutions For Intel\* Server Applications Enabling Program.  
Business Wire, p2596  
June 27, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
word Count: 1011

? show files;ds  
File 47:Gale Group Magazine DB(TM) 1959-2006/May 10  
(c) 2006 The Gale group  
File 180:Federal Register 1985-2006/May 10  
(c) 2006 format only DIALOG  
File 348:EUROPEAN PATENTS 1978-2006/ 200618  
(c) 2006 European Patent Office  
File 349:PCT FULLTEXT 1979-2006/UB=20060504,UT=20060427  
(c) 2006 WIPO/Univentio  
File 654:US Pat.Full. 1976-2006/May 04  
(c) Format only 2006 Dialog

Set Items Description  
S1 79 (DOWNLOAD? OR DOWN()LOAD? OR DISTRIBUT? OR TRANSMIT? OR TR-  
ANSMISSION)(3N)CONTENT? ?(30N)(PERIOD OR TIME OR DATE)(30N)(E-  
LAPSED OR EXPIRED)(30N)(STATUS)(30N)(ERASE? OR ERASING OR DEL-  
ETE? OR DELETING OR REMOV?)(5N)(CONTENT? ?)  
S2 79 RD (unique items)  
? t2/3,k/all

2/3,K/1 (Item 1 from file: 47)  
DIALOG(R)File 47:Gale Group Magazine DB(TM)  
(c) 2006 The Gale group. All rts. reserv.

05156573 SUPPLIER NUMBER: 19539822 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Client/server products, additional evaluations.(The graphical user  
interface (GUI) in library products, Part 2)  
Matthews, Joseph R.  
Library Technology Reports, v33, n1, p43(52)  
Jan-Feb, 1997  
ISSN: 0024-2586 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 12139 LINE COUNT: 01216

... and deposit.  
Based on the number of days that have elapsed since the anticipated  
receipt date , a claim cycle is established for each vendor and claims are  
automatically generated. Prior to...

...letters in any language can be used.  
Orders and other acquisitions-related information may be transmitted  
electronically using EDI (Electronic Data Interchange).  
Serials Control  
The ALEPH Serials Control module is used...

...and then proceed to check in the next issue.  
Copy specific information, e.g., loan status , collection/location,  
the owner of the subscription, order number, vendor code, subscription  
period , period of retainment, etc., is registered in the Subscription  
record.

The system maintains a Journal/Table of Contents routing list. As  
journal issues are received, the routing list can be printed. Individual  
names in the routing list can be added or deleted or the sequence of  
names can be altered.

A claim cycle is established for each vendor and is based on the  
number of days that have elapsed since the anticipated receipt date .  
Claims, are automatically generated. The operator can preview and edit  
claims prior to printing the...

2/3,K/2 (Item 1 from file: 180)  
DIALOG(R)File 180:Federal Register  
(c) 2006 format only DIALOG. All rts. reserv.

DIALOG Accession Number: 03319724 Supplier Number: 70053139  
Notice of HUD's Fiscal Year 2005 Notice of Funding Availability Policy  
Requirements and General Section to the SuperNOFA for HUD's Discretionary  
Programs  
Volume: 70 Issue: 053 Page: 13576  
CITATION NUMBER: 70 FR 13576  
Date: Monday, March 21, 2005

TEXT:

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File 15:ABI/Inform(R) 1971-2006/May 09  
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 File 16:Gale Group PROMT(R) 1990-2006/May 09  
 (c) 2006 The Gale Group  
 File 148:Gale Group Trade & Industry DB 1976-2006/May 09  
 (c)2006 The Gale Group  
 File 160:Gale Group PROMT(R) 1972-1989  
 (c) 1999 The Gale Group  
 File 275:Gale Group Computer DB(TM) 1983-2006/May 08  
 (c) 2006 The Gale Group  
 File 621:Gale Group New Prod.Annou.(R) 1985-2006/May 09  
 (c) 2006 The Gale Group  
 File 9:Business & Industry(R) Jul/1994-2006/May 08  
 (c) 2006 The Gale Group  
 File 20:Dialog Global Reporter 1997-2006/May 09  
 (c) 2006 Dialog  
 File 476:Financial Times Fulltext 1982-2006/May 10  
 (c) 2006 Financial Times Ltd  
 File 610:Business Wire 1999-2006/May 09  
 (c) 2006 Business Wire.  
 File 613:PR Newswire 1999-2006/May 09  
 (c) 2006 PR Newswire Association Inc  
 File 24:CSA Life Sciences Abstracts 1966-2006/Mar  
 (c) 2006 CSA.  
 File 634:San Jose Mercury Jun 1985-2006/May 08  
 (c) 2006 San Jose Mercury News  
 File 636:Gale Group Newsletter DB(TM) 1987-2006/May 08  
 (c) 2006 The Gale Group  
 File 810:Business Wire 1986-1999/Feb 28  
 (c) 1999 Business Wire  
 File 813:PR Newswire 1987-1999/Apr 30  
 (c) 1999 PR Newswire Association Inc  
 File 13:BAMP 2006/Apr w5  
 (c) 2006 The Gale Group  
 File 75:TGG Management Contents(R) 86-2006/Apr w5  
 (c) 2006 The Gale Group  
 File 95:TEME-Technology & Management 1989-2006/May w1  
 (c) 2006 FIZ TECHNIK  
 File 348:EUROPEAN PATENTS 1978-2006/ 200618  
 (c) 2006 European Patent Office  
 File 349:PCT FULLTEXT 1979-2006/UB=20060504,UT=20060427  
 (c) 2006 WIPO/Univentio  
 File 47:Gale Group Magazine DB(TM) 1959-2006/May 09  
 (c) 2006 The Gale group  
 File 570:Gale Group MARS(R) 1984-2006/May 08  
 (c) 2006 The Gale Group  
 File 635:Business Dateline(R) 1985-2006/May 06  
 (c) 2006 ProQuest Info&Learning

Set	Items	Description
S1	22768	(DESIRE? OR DESIRING OR SPECIFY? OR SPECIFIC OR REQUEST? OR SELECT?)(5N)(DELIVERY OR TRANSMISSION OR START)(2N)(PERIOD? ? OR DATE? ? OR TIME)
S2	4645	(DESIRE? OR DESIRING OR SPECIFY? OR SPECIFIC OR REQUEST? OR SELECT?)(6N)(SHIPPING OR TRANSMISSION OR STREAM?)(2N)(CHARGE? ? OR COST? ? OR PRICE)
S3	5894793	(PLACE? OR PLACING OR SUBMIT? OR TRANSMIT? OR MAKING OR REQUEST?)(3N)(ORDER OR QUOTE OR REQUEST) OR (ORDER? OR PURCHASE OR PURCHASING OR BUY OR BUYING)(3N)(PRODUCT? ? OR GOODS OR SERVICE? ? OR MOVIE OR MUSIC OR FILM OR VIDEO?)
S4	2743945	(CONTROL? OR TRANSMISSION OR SCHEDUL?)(2N)PROGRAM? ? OR OPERATING() (ENVIRONMENT? ? OR SYSTEM? ?) OR FIRMWARE? OR FIRM() -WARE? OR MICRO() (CODE OR PROGRAM) OR MICROCODE OR MICROPROGRAM OR INSTRUCTION? ?
S5	252079	(ERASE? OR ERASING OR DELETE? OR DELETING OR REMOVE? OR REMOVING)(6N)(CONTENT OR PAPER? ? OR DOCUMENT? ? OR MESSAGE? ? -OR TRANSCRIPT? ? OR MUSIC? ? OR PRODUCT? ? OR VIDEO? OR FILM -OR ECONTENT OR MOVIE)
S6	1013	(S1 OR S2) AND S3 AND S4 AND S5
S7	1090	(S1 OR S2) AND S4 AND S5
S8	35858	S4 AND S5

S9 19445 (S1:S3) AND S8  
S10 1090 S6 OR S7  
S11 2 (S1 OR S2)(30N)S3(30N)S4(30N)S5  
S12 0 (S1 OR S2)(30N)S4(30N)S5  
S13 2345 S4(30N)S5  
S14 2345 (S1:S8)(30N)S13  
S15 0 S1(30N)S2(30N)S3(30N)S4(30N)S5  
S16 0 S1(30N)S2(30N)S4(30N)S5  
S17 2345 S4(30N)S5  
S18 101 (S1 OR S2 OR S3)(30N)S17  
S19 70 S18 FROM 348,349  
S20 31 S18 NOT S19  
S21 91 RD S18 (unique items)  
? t21/3,k/all

21/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02150249 67507663  
An architecture for agile shop floor control systems  
Langer, Gilad; Alting, Leo  
Journal of Manufacturing Systems v19n4 PP: 267-281 2000  
ISSN: 0278-6125 JRNL CODE: JMY  
WORD COUNT: 8833

...TEXT: and production information when the corresponding methods are invoked. The main notion on which the product holon is based is to remove the binding between tools and material in traditional process information, such as those implemented in numerical control (NC) programs. In a HMS, this binding is parallel to making the resource and order holon into one entity because an NC program dictates which tool has to be used...

21/3,K/2 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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12783784 Supplier Number: 139824090 (USE FORMAT 7 FOR FULLTEXT)  
Coming to terms with SBC.(BUSINESS)  
Lazarus, David  
San Francisco Chronicle, pC1  
Dec 16, 2005  
Language: English Record Type: Fulltext  
Document Type: Newspaper; General  
Word Count: 1138

... e-mail must be bogus.  
"This is a hoax e-mail," vandy wrote. "So I request you not to follow any instructions given in it. Please delete this e-mail message."  
Just to be sure, I phoned SBC Yahoo's customer-service line at (877) 722...

21/3,K/3 (Item 2 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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12074800 Supplier Number: 132502499 (USE FORMAT 7 FOR FULLTEXT)  
New Book by Anant Tripathi Discusses Role of Prospective Gubernatorial Candidate in Alleged Racial Profiling and Manufacture of Crimes and the Role of a Federal Judge in the Cover-Up.  
PR Newswire, pNA  
May 17, 2005  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 504

... 72dpi.jpg)  
\*(Caption: Jacket cover for "The Rogue Federal Judge.")



et Items Description

? t 2213594/7

**2213594/7**

DIALOG(R)File 635:Business Dateline(R)

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2213594 86940722

**Keeping the customers satisfied**

Slania, John T

Crain's Chicago Business v23n44 pSR8

Oct 29, 2001

WORD COUNT: 1,044

DATELINE: Chicago Illinois

TEXT:

When shoppers visit Peapod.com, they leave electronic footprints that the online grocer tracks to improve its customer service.

Each transaction is recorded in the database at Peapod Inc.'s headquarters in Skokie, allowing the company to promote special sales and offer faster service.

If, for example, a customer often shops for diapers and pet food, Peapod e-mails him or her about sales on those items. General discounts also are highlighted when a customer browses for items on the Web site. And repeat shoppers can click on a "previous orders" icon, simplifying the search for frequently purchased products.

"E-CRM is critical for our business," says Michael Brennan, Peapod's senior vice-president of marketing and product management. "People use Peapod to save time. We have to make the information relevant to them - screen out the noise."

Companies are using this practice, called electronic customer relationship management, or e-CRM, to understand their customers' needs and anticipate buying patterns. If done properly, it helps establish one-on-one relationships with customers and lowers operating expenses.

"The paybacks are huge," says consultant Robert Haas, principal in the technology solutions practices at the Chicago office of A. T. Kearney Inc. "It helps you with customer acquisition; if you do it better than your competition, you can steal customers."

"And there is a cost-reduction play; it helps you better manage your marketing and maybe allows you to reduce your salesforce and number of customer service reps," he says.

Dot.coms helped refine e-CRM, but traditional businesses including manufacturers, retailers, insurers and financial services firms are using it now.

In fact, e-CRM is one of the few Internet applications in which companies are still willing to invest. They'll spend \$500,000 to \$20 million for e-CRM software because they see a tangible return on investment.

As a result, Boston-based consultancy Aberdeen Group Inc. expects sales of e-CRM software to grow to \$24 billion by 2003 from \$14 million at the end of this year.

But companies may face a steep learning curve when they implement e-CRM. Some are capturing plenty of data but don't know what to do with it. Others have trouble integrating data from the Internet, the salesforce and call centers. Or they may get carried away with courting customers, sending too much e-mail and supplying too many pop-up messages. Finally, some employees may think e-CRM threatens their jobs.

Bensenville-based M-Wave Inc., a printed circuit board supplier, has managed to integrate its e-CRM strategy with its traditional customer service. Sales representatives are dedicated to specific customers, so the person who handles an order enters it into the database, whether the order arrives by Internet, fax or telephone.

"We learned that trick real fast," M-Wave CEO Joseph Turek says. "It helps cut down on errors and keeps the information fresh."

The efforts are being felt on the bottom line. M-Wave's revenues grew to \$57 million last year from \$10 million in 1999. Mr. Turek attributes much of the increase to eCRM.

M-Wave has also benefited by delivering products more quickly. Circuit boards are printed on different laminates, which often take several weeks to obtain. M-Wave collects customer data to help anticipate which laminates should be in inventory at a particular time, allowing 24-hour turnaround on many orders, Mr. Turek says.

"Essentially, we often know what the customers need before they do," he says.

That and other aspects of e-CRM have helped increase customer loyalty, Mr. Turek says. He measures loyalty by asking sales people for customer feedback, analyzing sales figures to determine changes in customers' buying levels and surveying customers through a research firm.

"You can't be 100% sure of the information you're getting from any of these sources, but by putting all the puzzle pieces together, you can get a pretty good idea," he says.

Traditional companies may have more trouble with eCRM than pure Internet plays like Peapod, which started from scratch, says Christopher Dalton, president and CEO of Acquity Group LLC, a Chicago-based consulting firm.

"Folks like Amazon were able to put it in place from the beginning," he says. "It's when you try to put it in place in traditional organizations that you wrestle with legacy issues."

Those issues include lack of support from employees who don't want to change the way they've always done things.

"If you don't have buy-in, e-CRM will never work," Mr. Dalton says. "Senior management needs to rally behind the cause, communicate how important e-CRM is to achieving the company's goals."

Lack of communication also can sabotage the plan, Mr. Dalton says.

"The goal of each individual business unit is to make its numbers," he says. "If one or two of the business units are sharing customer information but a third business unit doesn't, it won't work."

The key is synchronizing your channels of customer information, says David Reinke, vicepresident at Braun Consulting Inc. in Chicago. The customer information coming in from the Internet, a sales representative or a call center must be updated continuously and ready for immediate dissemination, he says.

"We're talking real-time information," Mr. Reinke says. "If a customer places an order on the Internet, then places a call to the call center to ask about it, you have to know that the order was made, even if it was 5 seconds ago. If you can't do that, you suffer from customer amnesia, and you risk losing business."

The Chicago Mercantile Exchange Inc. has mastered the realtime information concept. Millions of futures transactions each day are synchronized between floor traders, telephone order centers and electronic traders.

With increased competition from electronic trading, the Merc can keep its system strong by making sure traders are properly served. The exchange can take the electronic data from all those transactions and use it to improve customer service.

"We can determine if a guy on the trading floor has a broken phone and how to fix it. Or we can learn of a glitch in a back office trying to clear a trade and notify a member firm before it even knows about it," says Laurel Reeves, the Merc's associate director of customer relationship management.

"We've got the real-time data collection down," Ms. Reeves says. "Now, we are looking at all that data and trying to figure out what to do with it to service our customers better and faster."

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02034146/7

DIALOG(R)File 9:Business & Industry(R)  
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02034146 Supplier Number: 25535367 (THIS IS THE FULLTEXT)

**Sony skips MP3 as it spins Web music service**

**(Sony Music Entertainment will push the Web audio market forward with the introduction of a Net-based music distribution service)**

Electronic Engineering Times, p 1

December 20, 1999

WORD COUNT: 1174

TEXT:

By: Yoshiko Hara

TOKYO - Sony Music Entertainment will give the nascent Web audio market a push forward here today when it becomes the first major record company to launch a Net-based music distribution service. Three other record companies-and Japan's largest mobile phone provider-are expected to follow Sony's lead next year with Web music services of their own.

Sony's "bitmusic" site will tap Microsoft's Windows Media technology for distribution and, in January, will layer on the Electronic Music Management System developed by IBM. Music content is compressed in Adaptive Transform Acoustic Coding 3 (Atrac3), developed by Sony and used for the first time for the MemoryStick Walkman.

Sony says its technology-compliant with the Secure Digital Music Initiative (SDMI) specifications hammered out in July-will safeguard content. But some analysts say the move may fragment the market coalescing around the de facto MPEG Audio Layer 3 (MP3) standard.

"Music downloading from MP3 sites that ignore the copyright of artists and record companies" has been rampant this year, said a spokesman for Sony Music. "We took the lead in the record industry in launching network audio distribution because we want to expel such illegal distribution. We want to establish a rule based on copyrights."

A site has been established in Japan on which 44 recent releases are available for download. Sony Music intends to add further titles to the site on the same day the selections are released as CD singles. "For the time being, since the number of users and titles will be limited, we anticipate the business won't bring a profit," the spokesman said.

Sony Music will only release titles for which it holds producer's rights, and for now the titles will be largely limited to Japanese artists. Sony Music also intends to limit the distribution area by means of user domains and fare correction systems. Sony Music will accept payment only via credit cards issued by Japanese institutions or via Smash or WebMoney. (Smash is a settlement system; WebMoney is a prepaid card. Both are available only in Japan.)

Tokyo market research firm Seed Planning Inc. has projected three possible scenarios for the growth of the digital music distribution market over a five-year period from 1998 to 2003: the A pattern, which predicts growth to 100 billion yen (about \$1 billion), the B pattern, at 60 billion yen (about \$600 million), and the C pattern, at 40 billion yen (about \$400 million) "The B pattern is most probable. In that projection, the total music market

will grow by 6 percent, from 690 billion yen in 1998 to 730 billion yen in 2003," said senior analyst Kenji Hara. CDs' share of sales would remain flat, while the record rental market is seen shrinking from 90 billion yen to 50 billion yen. Digital distribution, meanwhile, would grow from zero to 60 billion yen, and music kiosks (for downloading music at retail sites) would grow to 20 billion yen. "Sony Music Entertainment's launch has an impact on the industry. . . . record companies will enter the market quickly," Hara said.

#### Watermark provisions

SDMI specifies up to three copies of a title form a PC; Sony's system allows one copy. Though the first phase of SDMI does not specify a watermark system, Sony tapped Verance Corp. (Cambridge, Mass.) watermark technology, which is expected to be adopted for the next version of SDMI.

Dan O'Brien, analyst at Forrester Research (Cambridge, Mass.), said Sony's initiative illustrates how the five major record labels are "struggling with the Internet and (music) piracy and how they can incorporate the Internet without cannibalizing their existing business."

He questioned whether the electronic music distribution service will succeed given that Sony is using proprietary memory and compression formats and a proprietary security wrapper, "all of which run counter to the open standards of the Internet."

Citing the precedent of Sony's adherence to the Betamax standard in the early days of the VCR, O'Brien asserted that the company doesn't "like to play in the open standards market until they have to."

Some record companies have recognized the popularity and promotional value of an open standard such as MP3, which is used by millions of consumers. BMG Entertainment invested \$21 million in Riffage.com, an MP3 programming site that offers playlists and music events and lets consumers download MP3-formatted songs for a fee.

Thomson Multimedia has a financial stake in MP3, having co-developed the format with the Fraunhofer Institute. But a company spokesman said the proliferation of electronic music initiatives based on divergent formats convinced Thomson to design its DSP-based Lyra Internet audio player as an upgradable platform. "Everyone is still groping with the right framework and method for distributing Internet audio," the spokesman said.

The Lyra player supports MP3 and RealNetworks' G2 format and will support Microsoft's Windows Media via software download starting in January.

The Secure Digital Music Initiative is struggling to define a framework for Phase 2 screening technology. Some of the issues still under discussion include what Phase 2 certification will entail, what the licensing terms will be, who will be responsible when the system is hacked and what functionality will be permissible in the future.

#### Girding for hackers

Thomson's spokesman said the company believes SDMI must assume hacking is a given and set out to design systems that are upgradable so changes can be made when the system is hacked.

While content owners would like device makers to be responsible for any hacking into electronic music distribution systems, device makers need to have the consumer's interests at heart, the spokesman said. "We don't think

consumers will appreciate if you remove functionality from future products."

Avex Inc. and Nippon Columbia Co. Ltd. (Denon), major record companies in Japan, also plan to begin EMD service next spring. Avex has not disclosed details; Denon said its experimental service will let users download Japanese music classics.

Meanwhile, other technologies not traditionally associated with the music industry are figuring into the EMD equation. Early this month, Sanyo Electric Co. Ltd., Fujitsu Ltd., Hitachi Ltd. and Infineon Technologies AG announced a flash card format designed for secure music downloading via portable phones (see Dec. 13, page 4). And NTT Mobile Communications Network Inc. (NTT Docomo), the largest mobile phone carrier in Japan, plans a summer launch for a music information and content distribution service called Mobile Media Distribution (MMD).

NTT Docomo plans to begin field tests of the service next April using NTT's Personal Handyphone System (PHS), which supports 64-kbit/second data communications. Songs, concert schedules and other music-related information from record companies, music-publishing houses and other content holders will be provided directly to PHS phones. IBM Corp., Sony Corp. and Matsushita Communication Industrial Co. Ltd. are participating in the field tests, and NTT Docomo and Matsushita are also establishing a joint venture to pursue a music distribution system.

NTT Docomo intends to extend MMD to wideband code-division multiple access when mobile phone service based on that format kicks off in Japan in the spring of 2001.

The company also established the MMD Service Workshop with 19 record companies in October to explore the opportunities for mobile phone-based music service and the development of technologies and systems for secure, reliable MMD service.

December 20, 1999

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Set	Items	Description
S1	119607	(ONLINE OR ON()LINE OR INTERNET OR WEB) (2N) (SHOPPING OR RE-TAIL? OR BUY??? OR PURCHAS??? OR ORDER??? OR DELIVER?)
S2	5718843	CONSUMER? OR CUSTOMER? OR CLIENT? OR SHOPPER? OR PURCHASER? OR BUYER? OR SUBSCRIBER? OR USER? OR VISITOR? ?
S3	11010560	CHANG? OR ADJUST??? OR ALTER??? OR AMEND??? OR ADD OR ADDS OR ADDING OR ADDED OR ADDITION? ? OR DELET???
S4	5187899	PREVIOUS? OR EARLIER OR PRIOR OR PRECEDING OR SUBMITTED
S5	2907711	ORDER? ? OR (SHOPPING OR GROCERY) (1W)LIST?
S6	205058	SERVICE (1W) (REP OR REPS OR REPRESENTATIVE? OR AGENT? ? OR - OPERATOR? ?) OR CSR OR CSRS OR CUSTOMER(W) (SERVICE OR CARE OR ASSISTANCE)
S7	11173478	PROCESS??? OR HANDL??? OR SERVICED OR ASSIGN??? OR UPDAT? - OR INPUT? ? OR ENTER? ? OR REVIS??? AMEND??? OR MODIFY??? OR - MODIFI?? OR CORRECT??? OR GROUP? ? OR BUNDLE? ? OR MANAGES
S8	6420449	TICKET? ? OR SERVICE()REQUEST? ? OR ACTION? OR TRANSACTION? ? OR S5
S9	369680	S2 (7N) S3
S10	29286	S4 (7N) S5
S11	4409	S6 (S) S7 (S) S8
S12	887	S9 AND S10
S13	134	S12 AND S1
S14	11	S13 AND S11
S15	10	S14 NOT PY>2002
S16	10	RD (unique items)
File	47:	Gale Group Magazine DB(TM) 1959-2006/Apr 05 (c) 2006 The Gale group
File	570:	Gale Group MARS(R) 1984-2006/Apr 04 (c) 2006 The Gale Group
File	635:	Business Dateline(R) 1985-2006/Apr 05 (c) 2006 ProQuest Info&Learning
File	476:	Financial Times Fulltext 1982-2006/Apr 06 (c) 2006 Financial Times Ltd
File	477:	Irish Times 1999-2006/Apr 05 (c) 2006 Irish Times
File	710:	Times/Sun.Times(London) Jun 1988-2006/Apr 05 (c) 2006 Times Newspapers
File	711:	Independent(London) Sep 1988-2006/Apr 05 (c) 2006 Newspaper Publ. PLC
File	756:	Daily/Sunday Telegraph 2000-2006/Apr 05 (c) 2006 Telegraph Group
File	757:	Mirror Publications/Independent Newspapers 2000-2006/Apr 05 (c) 2006
File	387:	The Denver Post 1994-2006/Apr 03 (c) 2006 Denver Post
File	471:	New York Times Fulltext 1980-2006/Apr 05 (c) 2006 The New York Times
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File	494:	St LouisPost-Dispatch 1988-2006/Apr 02 (c) 2006 St Louis Post-Dispatch
File	631:	Boston Globe 1980-2006/Apr 04 (c) 2006 Boston Globe
File	633:	Phil.Inquirer 1983-2006/Apr 03 (c) 2006 Philadelphia Newspapers Inc
File	638:	Newsday/New York Newsday 1987-2006/Apr 04 (c) 2006 Newsday Inc.
File	640:	San Francisco Chronicle 1988-2006/Apr 05 (c) 2006 Chronicle Publ. Co.
File	641:	Rocky Mountain News Jun 1989-2006/Apr 05 (c) 2006 Scripps Howard News

File 702: Miami Herald 1983-2006/Apr 02  
    (c) 2006 The Miami Herald Publishing Co.  
File 703: USA Today 1989-2006/Apr 04  
    (c) 2006 USA Today  
File 704: (Portland) The Oregonian 1989-2006/Apr 03  
    (c) 2006 The Oregonian  
File 713: Atlanta J/Const. 1989-2006/Apr 02  
    (c) 2006 Atlanta Newspapers  
File 714: (Baltimore) The Sun 1990-2006/Apr 05  
    (c) 2006 Baltimore Sun  
File 715: Christian Sci.Mon. 1989-2006/Apr 05  
    (c) 2006 Christian Science Monitor  
File 725: (Cleveland) Plain Dealer Aug 1991-2006/Apr 04  
    (c) 2006 The Plain Dealer  
File 735: St. Petersburg Times 1989- 2006/Apr 04  
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**16/3,K/1 (Item 1 from file: 47)**  
DIALOG(R)File 47:Gale Group Magazine DB(TM)  
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05506371 SUPPLIER NUMBER: 58562971 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Tuning Small Businesses for E-Commerce.(Company Business and Marketing)**  
Alexander, Antoinette  
Accounting Technology, 15, 11, 48  
Dec, 1999  
ISSN: 1068-6452 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 2567 LINE COUNT: 00202

... equipment, had only one computer, which housed records for more than 1,000 customers.

Equipment **orders** and **service requests** from sales and **service reps** working in the field were relayed to Spencer, the systems manager, via a voice mail message on the telephone. After she received the voice message, the **orders**, like all other business **processes** at Bullit, were then hand-written. It wasn't long before Spencer realized things had...

...sales and service reps working in any of the ten territories Bullit serves to place **orders** via the **Internet** instead of the telephone. Spencer says the new system has enhanced internal communications, eliminated many...

...service reps continue to favor the telephone and have yet to take advantage of the **online ordering**.

"I could automate (the system) to where there is no paper. but these people would..."

...visit with their customers to introduce them to sites and to demonstrate how to place **orders online**. He also emphasizes that the Internet can improve customer service. For example, a firm could...information and can identify a vendor that will receive the order and ship to the **customer** directly. You become like a broker," Nance **adds**.

Gavin Sutcliffe, owner of Solara Consulting in Charlotte, N.C., says, "For the most part..."

...And if the business normally ships products for mail or telephone orders, it can fulfill **Web**-based **orders** via the same shipping methods.

Expanding online

One example of this transition comes from Angie...

...her Yahoo Store, located at <http://st14.yahoo.com/earth-fire/>.

Having already handled mail **orders prior** to going online, Brown was well accustomed to product shipping and found **Web**-based **orders** to be a breeze. Brown, who has stores in Pigeon Forge and Gatlinburg, Tenn., views...

...accounting, distribution, and manufacturing software, resulting in little or no need for sales staff training. **Web**-based **orders** differ only in that they are "flagged" as being Internet sales.

Nathan, of Solution Strategists...

**16/3,K/2 (Item 2 from file: 47)**  
DIALOG(R)File 47:Gale Group Magazine DB(TM)  
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05480998 SUPPLIER NUMBER: 57760711 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**E-commerce: Money, Money, and More Money.(The Accounting**

**Department)(Company Business and Marketing)**

Alexander, Antoinette

Accounting Technology, 15, 10, 19

Nov, 1999

ISSN: 1068-6452

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 3100

LINE COUNT: 00243

... based selling for existing, pre-established business partners.

Using Web Commerce, customers can enter sales **orders**, view status on **previously** processed **orders**, and inquire about inventory availability and pricing in real-time to Solomon's Order Management...

...variable costs that depend on the size and character of the Web storefront that the **client** is creating."

Thompson **adds** that if a brick-and mortar business wants to expand its services by creating an...

...N.J.-based Main Tape, a supplier of industrial adhesives, selected SBT's WebTrader, an **Internet order processing** module, and the Web Pro Pack, which includes a shopping cart, catalogue, and data synchronization module, to automate **order** taking and **customer service** inquiries on the Internet.

"People won't buy something from a page that looks (cheap...

**16/3,K/3 (Item 3 from file: 47)**

DIALOG(R)File 47:Gale Group Magazine DB(TM)

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04993066 SUPPLIER NUMBER: 19823508 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Close connections: how enterprise-integration technology is bringing manufacturers and their customers closer. (common technological platform)**

Jesitus, John

Industry Week, v246, n18, p28(5)

Oct 6, 1997

ISSN: 0039-0895

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3160

LINE COUNT: 00251

... information. "Many industrial companies continue to operate with functional silos where sales is disconnected from **order** fulfillment, which is disconnected from production and **customer service**," says Paul M. Cole, national director of the Customer Connections Solutions Team within Ernst & Young...

...through the extraordinary efforts of a corporate account manager rather than through any technological or **process** -related means."

However, this scenario is **changing**. "Increasingly," Cole observes, "**customers** want it when they want it, how they want it, where they want it, prompting..."

...the SAP R/3 implementation, Pentax is able to do just that. Whereas the company **previously** sat on many **orders** for three hours or more before they could even be entered into its mainframe, Pentax...

...the interfaces that we have built between our shipping systems and SAP R/3," she **adds**, "we can even provide the **customer** with a tracking number from the shipper."

Perhaps more valuable to Pentax, though, is the...to your customer?" UC Berkeley's Ware points out. Manufacturers have become enamored with the **Internet** and overnight **delivery**, he explains, although such tools might fail to impress customers who place a higher priority...

**16/3,K/4 (Item 4 from file: 47)**  
DIALOG(R)File 47:Gale Group Magazine DB(TM)  
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04666723 SUPPLIER NUMBER: 19006543 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**10 who dared to be different. (the top 10 electronic-commerce Web sites)**  
**(includes related articles on Microsoft Travel Products Group Product Mgr Rich Barton, on Amazon.com Books founder Jeff Bezos, and on E\*Trade executives Pam Kramer and David Ewing) (Internet/Web/Online Service Information)**  
Paul, Lauren Gibbons; Callaway, Erin; Shein, Esther; Crowley, Aileen; Moad, Jeff; Weston, Rusty  
PC Week, v14, n1, p21(4)  
Jan 6, 1997  
ISSN: 0740-1604 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 4513 LINE COUNT: 00355

... can also join chat groups dedicated to specific genres, such as science fiction or mystery.

**Customers** add and remove products from a virtual shopping basket as they meander through the store. One...

...of the cars so dealers can see any damage as well. Since the ability to **buy** cars **online** means that a dealer in Kansas might buy a car from a supplier in San Francisco, there is also information about transportation companies.

A buyer fills out an **online order** form. At Manheim's end, a contract is automatically faxed and E-mailed to the...its Top 10 standing because it was a Web pioneer that blazed a trail for **online retail** followers.

Virtual Vineyards claims to have completed the first secure electronic transaction soon after the...percent per month. Last year, Virtual Vineyards did about three times the volume of the **previous** year, Max estimated. The typical **order** is \$100.

The site, which cost \$2 million to construct, was built entirely with custom...

...next year.

The Commerce Agent is perhaps the site's most outstanding feature. Customers can **enter** profiles of themselves, configure products and check on the status of their **orders** using the agent. Customers have used the site to check **order** status 45,000 times. "That's 45,000 **customer service** calls we didn't have to answer," said Sinton.

The site also has a very...

...systems? "Look out for the electronic speed bump--whatever it is that keeps people from **buying online**," he said. Herst added they have to keep reminding themselves that Expedia is a service...percent a year." That was all the impetus Bezos needed to start looking for an **online retail** product. He chose books because "there's more items in that category than any other..."

**16/3,K/5 (Item 1 from file: 570)**  
DIALOG(R)File 570:Gale Group MARS(R)  
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02235990 Supplier Number: 86386885 (USE FORMAT 7 FOR FULLTEXT)

**The store of the future: a view from different angles; Grocery Headquarters contacted officials at five different design firms to get their views on what the store of the future might look like. (Equipment Design).**

Litwak, David

Grocery Headquarters, v68, n5, p137(6)

May, 2002

ISSN: ISSN: 1094-1088

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 2447

... be visiting their local supermarket for many year to come, instead of clicking onto the **Web** and **ordering** everything **online** .

The big question is what will store designs look like in the near future? Grocery...

...that it offers the retailer to change his or her store to better serve the **changing** needs of **customers** .

The store of the future will benefit--actually is benefiting today--from the use of...

...look at a display of English cheese displayed with fresh baked baguettes -- maybe tomorrow.

I **order** a steaming chai, swipe my debit card to settle up my purchases and leave the **customer service representative** ) who **handles** my requests with aplomb. "No milk this week, and an extra delivery of health bars...

...Jason has an extra practice this week." I also ask him to deliver my standing **order** for replenishments a day **earlier** ; we're having company for the weekend.

Is there anything else I'll need? Gary...

...retailers and the services they frequent.

Trends are impossible to predict. Therefore, the flexibility to **adjust** business plans and facilities to **consumer** demands is increasingly important. Flexibility involves all aspects of a store, from facility to fixtures...

...will continue to demand higher quality prepared foods with interesting, ethnic-driven tastes. Time-strapped **consumers** will pay a premium for the value- **added** convenience of eating well at home.

Thirdly, stores designed to benefit the environment will gain...a pharmacy/drug store setting.

The introduction of split service zones will help re-condition **consumers** and **change** their experiences from "dictated" to "emotionally connected." It would also give the typical, boring supermarket...

**16/3,K/6 (Item 2 from file: 570)**

DIALOG(R)File 570:Gale Group MARS(R)

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02229944 Supplier Number: 85532111 (USE FORMAT 7 FOR FULLTEXT)

**REVShare's 800WEB Network: The Final Piece of the DRTV Web Puzzle?**

Orton, Charles Wesley

Response TV, v10, n6, p24

March, 2002

ISSN: ISSN: 1077-5439

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 3056

... 90 percent of our products offer streaming media -- either Windows Media Player or RealPlayer," he **adds** . "I get comments every day from **customers** about how much they like that. They can see the commercial and the benefits of the product, and then they buy it."

800WEB does more than furnish technology, however. "We **handle customer service** , output to fulfillment centers, **handle** the streaming-video components, and we **handle** the bandwidth and security issues," Gray says. "All for a dollar an **order** ."

Goodbye to the 'Shopping Cart'

The standard for ordering items via the Internet has always...  
...the Internet aisle.

One reason is the stark reality of sticker shock. As items are **added** to the cart, the **shopper** is continually provided with a running total. When the total reaches the shopper's panic...

...a patent-pending E-commerce technology to support upsells and increase DRTV profits on the **Web** . " **Shopping** carts are inherently incompatible with upsells. The traditional **Internet shopping** cart was developed for single-product sales," Gray says, "not for the sophistication of direct...

...This will complete your order. Products shown on this screen will be consolidated with your **prior order** and will be shipped to the address you have previously provided."

Gray claims, "This is...allows consumers to "click to order," taking them to the station's 800WEB site to **order** .

**Internet** companies can participate in the 800WEB affiliate program and in the "Click to Order" program...

16/3,K/7 (Item 3 from file: 570)

DIALOG(R)File 570:Gale Group MARS(R)

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02086547 Supplier Number: 74829612 (USE FORMAT 7 FOR FULLTEXT)

**e-commerce The Next Generation.(information services for company websites)(Statistical Data Included)**

Dysart, Joe

Paper, Film & Foil Converter, v75, n4, pE1

April, 2001

ISSN: 0031-1138

Language: English Record Type: Fulltext

Article Type: Statistical Data Included

Document Type: Magazine/Journal; Trade

Word Count: 8417

... the sample-ordering process has helped free up Beacon sales staff to spend more time **adding** the personal touch to its **customer** relations.

On-Line Surveys: On-line surveys offer companies a great way to gather information...

...services to stop by the site. Says Esplin, "In the future, we're planning on **adding** an e-mail **customer** satisfaction survey to Beacon's site."

Quick Quotes: Even at 3 A.M. some people...looking to generate an ongoing dialogue often sponsor interactive e-mail newsletters to which every **subscriber** can **add** content Such newsletters are perfect for developing new product ideas, new brand images, and the...are banking on the fact that at least some long-time customers are interested in **ordering**

via the **Web** and will be more comfortable with a company they trust. Generally, these suppliers are selling on-line procurement as a new value-added service to existing premium **customer** service.

"The ability to **order** flex materials **on - line** is introduced as an **added** convenience to our **customers**," says Joe Anderson, vp of Anderson & Vreeland. " **On - line ordering** complements our existing sales efforts. We pride ourselves on our sales support, so Anderson & Vreeland...

...a customer number and password, are presented with an electronic order form, and receive an **order** confirmation after the **order** is **submitted**.

"With an-line ordering, our customers don't have to worry about exchanging faxes, making...

...a cornerstone of its system. The company is willing to work with customers to receive **orders** over the **Web** in Electronic Data Interchange, Web XML, and other electronic formats.

"We like the fact that...that are sent automatically to potential customers making specific requests; a secure server, for processing **online orders** that will be relatively safe from hackers and other ne'erdo-wells; shopping cart software, which provides a familiar infrastructure for **on - line shopping**; **on - line** credit card and check processing; and reports that analyze your site traffic.

Also, don't...

...taking two forms: portal sites, which are offering the industry one-stop procurement and order **processing** from multiple suppliers; and individual supplier sites, which are adding an on-line procurement feature to web sites while earnestly vowing to maintain highly personalized **customer service**.

The Selecterra Story

"Finding the right materials to meet customer requirements has long been a...of any or all for the converter.

Some Testimonials

While Selecterra essentially serves as an **on - line order** -selection, placement and tracking system for a number of suppliers, the actual shipping of supplies...

...to work individually with suppliers on orders with problems. But Selecterra also offers its own **customer service** department to assist in the coordination of returned products and similar matters.

Product categories already...

16/3,K/8 (Item 1 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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2307297 153241161

**ValueVision Media Reports Record Second Quarter Sales**

Anonymous

PR Newswire p1

Aug 20, 2002

WORD COUNT: 3,041

TEXT:

...end ERP system to provide a long-term foundation for our future growth, replacing our **order** entry, inventory, and **customer service** support systems. A number of unplanned and unexpected conversion issues led to delays in **processing** shipments and other customer **transactions**.

This impacted sales in the quarter to some extent and led to incremental expenses to cover additional talk time in our call centers, **customer** discounts, overtime, and outbound **customer** communications. In **addition**, system-driven delays in **processing transactions** including shipments to customers and returns to vendors caused a one-time spike in our... Company's Internet business, ShopNBC.com, achieved its first day of over \$1 million in **orders**. **Previously**, ShopNBC achieved \$5 million in **orders** in one day on Saturday, June 15, its largest day ever prior to this weekend...com/prn/11690X54547594 SOURCE ValueVision Media

Message No: Industry: ENTERTAINMENT; TELEVISION; ELECTRONIC COMMERCE; COMPUTER/ELECTRONICS; **RETAIL**; **INTERNET MULTIMEDIA ONLINE**;

16/3,K/9 (Item 2 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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2213594 86940722  
**Keeping the customers satisfied**  
Slania, John T  
Crain's Chicago Business v23n44 pSR8  
Oct 29, 2001  
WORD COUNT: 1,044  
DATELINE: Chicago Illinois

TEXT:

...customer browses for items on the Web site. And repeat shoppers can click on a "**previous orders**" icon, simplifying the search for frequently purchased products.

"E-CRM is critical for our business..."

...printed circuit board supplier, has managed to integrate its e-CRM strategy with its traditional **customer service**. Sales **representatives** are dedicated to specific customers, so the person who **handles an order enters** it into the database, whether the **order** arrives by **Internet**, fax or telephone.

"We learned that trick real fast," M-Wave CEO Joseph Turek says...

...helped increase customer loyalty, Mr. Turek says. He measures loyalty by asking sales people for **customer** feedback, analyzing sales figures to determine **changes** in **customers'** buying levels and surveying **customers** through a research firm.

"You can't be 100% sure of the information you're..."

...says.

"We're talking real-time information," Mr. Reinke says. "If a customer places an **order** on the **Internet**, then places a call to the call center to ask about it, you have to..."

16/3,K/10 (Item 1 from file: 702)  
DIALOG(R)File 702:Miami Herald  
(c) 2006 The Miami Herald Publishing Co. All rts. reserv.

10838017

need a copy

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6761

**HIGH-STAKES HOLIDAY**

Miami Herald (MH) - Sunday, December 3, 2000  
By: JOELLE TESSLER, Knight Ridder News Service  
Edition: Final Section: Business Page: 1E  
Word Count: 1,457

**TEXT:**

The big test for **online retailers** is taking place this Christmas. And they have been preparing for it since Dec. 26...

... of Christmas spending - consumers are expected to be more demanding of quality and service from **Web retailers**.

**Internet** merchants must be able to handle hundreds of thousands of visitors bombarding their sites. They...

... stocking up on Celebration Barbies and Let's Pretend Elmos, fortifying computer networks, building up **customer** service operations and **adding** warehouse space - that **shoppers** take for granted - until something goes wrong.

The stakes are high. If an **online retailer** doesn't get it right, it could lose a shopper forever.

According to a study...

... 96 percent of people who shopped online during the 1999 holiday season said they will **buy** gifts **online** again this year even though more than half experienced some sort of problem last year...

...everything from Palm handhelds to treadmills.

Despite the dot-com shakeout, which has put many **online retailers** out of business in recent months, **online shopping** is surging. Jupiter Research estimates U.S. shoppers will spend \$11.6 billion on the...

...with Amazon.com to operate a co-branded online toy store.

Toysrus.com buys and **manages** the inventory because it has expertise in picking toys as well as the buying power of its offline parent. But Amazon, a leader in **customer service** and on-time **delivery**, operates the **Web** site, houses the inventory in its warehouses, fills **orders** and **handles customer service**.

KBkids.com, a division of Consolidated Stores, was also plagued with site slowdowns last November...

...they were experiencing problems.

According to Jupiter analyst David Schatsky, the key to success for **online retailers** this year lies in knowing their limitations.

``They need to know how many orders a...  
... s more, he said, retailers must start looking at holiday toys as early as the **previous** January and place their **orders** with manufacturers in the spring.

This year's hot products include scooters; Poo-Chi and...

... long enough to get to the order form or place an order," Davis said. Many **online retailers** have shored up their networks and added servers



to make sure their sites can handle...are also expanding their customer service operations - call centers, e-mail support and live chat.

**Customer service** operations, which **handle** questions about everything from **order** status to gift recommendations, play a big role in helping consumers interact with ``virtual'' stores...

...important piece because a gift that arrives on Dec. 26 just won't do.

Some **online** merchants, like **Buy**.com and BlueLight.com, outsource such operations to other companies. Others, like Ashford.com and...

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**The State, Columbia, S.C., Computing Column**

Charlie Paschal

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (STATE, COLUMBIA, S.C)

March 31, 1998 3:14

Mar. 30--Doing Windows involves adding all sorts of utilities into the mix, and this week I'd like to tell you about a few of my favorites.

First, a little explanation about the differences between shareware and off-the-shelf software.

Shareware is available on the Internet on a "try-before-you-buy" basis. You can download the programs, install them and use them, sometimes for a specified period of time.

Some authors use "nag screens" to nag you to register, while other software just quits working. Most commercial software is available in stores, although some is sold on the Net. Usually these programs have trial periods, with the program not working after a specific period.

Shareware authors, by using the try-before-you-buy method, save on advertising costs and the money it would cost for the store space or marketing costs. Many of these programs are better than the heavily advertised and marketed programs.

-- Pointix Scroll (\$10): If I ever had the chance to give an award for Utility of the Century, I'd award it to this one, although I have some close seconds, including Winzip, PowerDesk and EzDesk.

For just \$10, though, you have to love this utility, which gives you the ability to scroll through pages just by depressing and holding the right mouse button.

You also can control the speed and direction you scroll just by tugging on the mouse. There's a new release of the utility at [www.pointix.com](http://www.pointix.com). Go to this site and download Pointix. (Scrolling is moving up and down a page, either with the slider bars on the right side of the window or with the arrow keys. On long pages of documents, you have to constantly hit the down arrow on the slider bar.)

I first learned about scrolling this way when I read about the Microsoft Scroll Mouse. It gives you the ability to scroll back and forth through documents by rolling a wheel on the mouse.

After trying one at Comdex, I found one for about \$69. The drawback was price, plus it didn't work in every application, but an add-on (\$10) extended it to other programs.

Later, Genius released a version for about \$20 that does the same thing. If you think a hardware version is what you need, get this one, because it works in any application.

Pointix, though, has captured my heart because it works in all applications and is controlled by me for speed.

Although you have to hold down the shift key to use some normal Windows 95 right-click functions, you'll find you're a quick learner and will get used to this utility. A warning: If you install this at home, you better use it at work, too, because you'll find yourself pining for it. -- Winzip: This little jewel sells for \$29, and I can't see any program being easier to use in dealing with compression. It automatically uncompresses files from the Internet without being asked. Go to [www.winzip.com](http://www.winzip.com) and try this one out.

-- PowerDesk Utilities 98: Even though PowerDesk Utilities is commercial software, you can buy it over the Internet and can download an evaluation copy from [www.mijenix.com](http://www.mijenix.com). The free version will work for 30 days, long enough for you to find it indispensable. If you do any file management in Windows, this utility is worth the \$39.95 (\$19.95 upgrade) you'll spend for it.

There are many utilities in this program, but the important ones involve files, especially ExplorerPlus. For example, you can have a dual-pane view where the file you want to drag to another location and the target drive are both visible in the same window, just in different panes. Click, hold, drag, drop. It's a snap.

Doing this with Windows Explorer can be a pain in the neck. I don't know why Microsoft continues not to put the drive letters on the toolbar, as it did in Windows 3.1. That just seems to be natural to me and is what ExplorerPlus does. There's a lot to like about Windows 95 (and 98), but the file management is weak. Make it stronger with PowerDesk.

-- EzDesk: This utility is made for those of us who happen to have an occasional crash and need to load Windows 95 in Safe Mode to correct our problems. Without this utility, you'll spend time getting your desktop back as you had it.

This \$15 utility gives you the option to save your desktop at any resolution.

What good is this? Well, just say you have to use one of those overhead displays that requires 640x480 resolution to project on a screen and you run your monitor at 1280x1024? When you reset your display to the lower resolution, all your icons are scrambled and they will be at your old resolution, too, when you reload it. With EzDesk, you can restore the desktop with a keystroke.

-- Shove-it: This is an important utility if you want your desktop to have the Taskbar at the top, like it is on a Mac. Putting it there is easy. The problem is that when you open an application, it often tucks its title bar underneath, giving you no way to move or resize it without using cryptic keystrokes. Enter Shove-It.

Its job is simple shove applications down when they tuck their title bar underneath the Windows Taskbar. Again, you don't need this utility (members.aol.com/phord) unless you want your Taskbar at the top.

Do you have a favorite utility? Let me know so we can tell everyone else.

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Visit CyberState, the World Wide Web site for The State of Columbia, S.C., at <http://>

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